THE MINISTER OF STATE IN THE MINISTRY OF LABOUR (SHRI MUNI LALL): (a)Yes, Sir.

(b) Yes, Sir. The exercise was only an internal computerised verification with reference to the updation of individual member accounts. There was no issue of irregularity, lapses of frauds and no financial implication was involved. No loss has been caused to the Fund. The verification indicated large backlog in bookkeeping function of updation of members' accounts for which the Central Board of Trustees (EPF) have initiated corrective action.

(c) As a result of the corrective action 40,92,996 individuals accounts that were identified under the above computerised verification have been updated and account slips issued to such members.

(d) and (e) In order to monitor timely remittance of monthly contribution, a special computer software has been developed and operationalised. This monitors contribution flow, identifies default and generates notices for corrective action. A separate software has also been implemented to ensure that remittance of contributions are promptly posted in member's accounts and the accounts remain updated.

Number of Complaint Cases

583. SHRI K.M. KHAN: Will the PRIME MINISTER be pleased to state:

(a) the number of complaints registered with the Department during the year 2000-2001 till date;

(b) the number of cases out of the above settled so far and number of pending cases;

(c) what are the reasons for inordinate delay in disposing of the cases; and

(d) what steps have been taken to take minimum time for settlement of the cases?

THE MINISTER OF STATE IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE): (a) 4723 complaints were registered with the Department of AR & PG from 1.4.2000 to 30.6.2001.

(b) Out of the above, 4076 cases have been transferred to the concerned Ministries/Departments for disposal under intimation to the petitioners. 647 cases were taken up by the Department of AR & PG for being pursued with the concerned Organisations. Out of these, 185 cases have been disposed of and 462 are pending.

(c) and (d) The system of grievance redress in Central Government offices operates on a decentralised basis. As most of the grievances arise at the field level, their actual redress has necessarily to come from the agencies functioning at the local level, which are fully conversant with the subject matter or grievances. Grievances received, therefore, are sent to the concerned Ministries/ Departments/Organisations for redress and sending a reply to the petitioner. Policy guidelines have been issued to all Ministries/Departments to institutionalize public as well as staff grievance redress machinery in each organisation. Several measures, such as placing the public grievances redress machinery under the charge of a senior officer, fixing time limits for acknowledgement and final disposal of grievances, monitoring their disposal at senior levels, computerising grievance handling and monitoring, giving a reasoned reply while rejecting a grievance petition, fixing one day of the week to hear and receive public grievances etc. have been taken for expeditious and time bound disposal of grievances. The Department of Administrative Reforms and Public Grievances, as the nodal agency for redress of public grievances, reviews the internal grievances redress machinery in Ministries/ Departments from time to time and recommends measures to strengthen it.

Recruitment of Steno Grade 'D'

584. SHRI KARNENDU BHATTACHARJEE: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that due to change in scheme of examination for Stenographers Examination, no appointment to Stenographers Grade D posts CSSS/RBSSSIFS(B)/AFHQSS has been made after 1998, resulting in a substantial number of posts lying vacant;

(b) if so, the number of posts lying vacant in these Departments as on 1st April, 2001;

(c) the steps taken so far to ensure filling up of these vacancies on priority; and